

ORIGINAL

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

ILLINOIS
COMMERCE COMMISSION SM

Commerce Complaint
527 East Capitol Avenue

2004 SEP 13 P 3:35

Springfield Illinois 62794-9280

CHIEF CLERK'S OFFICE

Regarding a complaint
By E. JEROME MALRY

For Commission Use Only:

Case 04-0578

against PEOPLES ENERGY

as to IMPROPER ACCOUNTING OF SERVICES
REQUEST FOR AN AUDIT AND INVESTIGATION

(Reason for Complaint)

In CHICAGO, ILLINOIS

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS

My mailing address is 4346 North Clarendon Avenue, Garden Suite, Chicago, IL 60613-1576. This complaint addresses service being provided at 4230 South Michigan Avenue, located in Chicago Illinois.

My home telephone number is (773) 935-4425.

Between 8:30 a.m. and 5:00 p.m. weekdays I can be reached at (773) 935-4425.

PEOPLES ENERGY (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section(s) of the law, Commission rule(s), which you think, are involved with your complaint.

- (1). 220 ILCS 5/8-101 DUTIES OF PUBLIC UTILITIES
- (2). 220 ILCS 5/8-302 METER READING
- (3). 220 ILCS 5/8-401 SAFE AND EFFICIENT SERVICE AND FACILITIES
- (4). 220 ILCS 5/8-102 AUDIT OR INVESTIGATION

Have you contacted the Consumer Affairs Division of the Illinois Commerce Commission ☒ Yes ☐ No

Has your complaint filed with that office been dosed?

Please state your complaint briefly. Number each of the paragraphs. Please include any specific time period and dollar amounts involved with your complaint. Use an extra sheet of paper, if needed.

1. Please see attachment(s).

Please clarify, state, what you want the Commission to do in this case.

1. Please see attachment(s).

Date: 8-11-04

(Month, day, and year)

Complainant's signature

If you will be represented by an attorney, please give the attorney's name, address, and telephone number.

Rosemary Tripiotti, Esquire
P.O. Box 23501
Chicago, Illinois 60623
(773) 521-3115

You need to file the original and three copies of this form, with the Commission and also provide the Commission one copy for each utility complained about (referred to as respondents)

VERIFICATION

A notary public must watch you fill out this part of the form

I, E. JEROME MARY, and being duly sworn, say that I have read the above petition and know what it says. The content of this petition are true to the best of my knowledge.

(Signature)

Subscribed and Sworn/affirmed to before me this 11 day of Aug 2004

Notary Public Illinois

NOTE:

Failure to answer all of the questions on this form may result in this form being returned to you without processing. If you have questions please call the counselor in the Consumer Affairs Division that handled your informal complaint.



**STATEMENT OF COMPLAINT
AND
REQUEST FOR RELIEF**

A. Service at 4230 South Michigan Avenue

1. There is, and has been since at least 12/30/2003, a disputed amount regarding the building at 4230 South Michigan Avenue of \$12,478.96.
2. From the billing dates of 12/30/2003 through 6/29/2004 Peoples Energy have acknowledged that the account for the building located at 4230 South Michigan Avenue has a disputed amount of \$ 12,478.96 and have stated in bills that the above figure is not apart of the amount currently due by Mr. Malry.
3. From at least 12/30/2003 through 7/7/2004 Mr. Malry has paid, in full, the current services charges for the building located at 4230 South Michigan Avenue.
4. On the billing statement dated 5/28/2004 Peoples Energy indicates that Mr. Malry owes a current charge of \$ 2,011.12 (not including the disputed amount) by 6/15/2004. Peoples Energy acknowledges payment of \$2, 011.12 by Mr. Malry on 6/1/2004.
5. On the billing statement dated 6/29/2004 Peoples Energy indicates that Mr. Malry's account is past due and must pay \$13,786.35 to avoid disconnection of services. The amount due of \$13,786.35 includes current services charges of \$1,104.60 (which was paid in full), a late fee of \$202.79 and the disputed amount of \$12,478.96.
6. On the billing statement dated 7/28/2004 Peoples Energy indicates that the current bill for the building located at 4230 South Michigan Avenue now also includes a "transferred In Final Bill" of \$ 3,350.27 and a late fee of \$ 243.93.
7. Peoples Energy has not provided an explanation, justification, and or an outlined estimation for the disputed amount of \$12, 478.96.
8. Peoples Energy has not provided an explanation and or justification for requesting payment in full of the amount in disputed.
9. Peoples Energy without explanation, justification, wrongfully and or negligently imposed late fees.
10. Peoples Energy has not provided an explanation, justification, and or an outlined estimation for amounts transferred in regarding the property located at 4230 South Michigan Avenue.

B. Request for Relief

1. Proof of actual meter readings and documentation of such. Pursuant to 220 ILCS 5/8-302 every public utility furnishing natural or artificial gas or electricity, where the individual consumption is measured by meter, shall upon written request of any consumer, provide documentation that the meter has been read and such a document shall provide the meter reading for the current reading, the last previous reading, and the dates of the two readings.
2. A formal audit or investigation. Pursuant to 220 ILCS 5/8-102 a public utility can be ordered to conduct an audit or investigation. Such an audit or investigation may examine the reasonableness, prudence, or efficiency of any aspect of the utility's operation, costs, management, decisions or functions that may affect utility service.
3. Explanation, justification and or an outlined estimation of purported service charges owed by Mr. Malry including late fees and amounts in dispute.
4. Explanation and justification of transferred in final bill amount of \$3,350.27.
5. Explanation, justification, verification, and detailed information regarding the accounting practices regarding the building located at 4230 South Michigan Avenue.